Trouble Shooting Guide, Mechanical

Applicable for R320s and R320sc

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1 Appearance Problems

- Check the general condition of the system connector (*Fig.1*) and the battery connector (*Fig. 2*) for corrosion and oxidation.
- No action should be taken for a liquid damaged telephone. Send the unit on according to the local company directives.
- Check that the antenna is not damaged and that it fits properly. (*Fig.3*).
- Check that the SIM holder is working correctly (*Fig.4*).
- Check if the battery fits correctly. Change the battery or send the unit on according to the local company directives.
- Check the rear and the front covers for cracks and that both ends fit correctly (*Fig.5*). If necessary replace the front cover according to the working instruction or send the unit on according to the local company directives.

Fig .1

Fig. 2

Fig. 3

Fig. 4

Fig. 5

2 Network Problems

- Insert a fully functional SIM card and switch ON the telephone. Check that there is signal strength shown in the display *(Fig.1).* If necessary replace the antenna according to the working instructions.
- Check the antenna connector for dirt (*Fig.2*). If necessary clean it.
- Make a general visual inspection for oxidation or corrosion from liquid damage. No action should be taken for a liquid damaged telephone. Send the unit on according to the local company directives.
- If the fault still remains send the unit on according to the local company directives.

Fig. 1

Fig.2

3 On/Off Problems

- Check that the battery's contact surface is free from dust/dirt and mechanical damage (*Fig. 1*). If necessary clean it.
- Check the battery connector pogo contact on the board for dirt/mechanical damage (*Fig. 2*). If necessary clean it.
- Make a general visual inspection for oxidation or corrosion from liquid damage. No action should be taken for a liquid damaged telephones. Send the unit on according to the local company directives.
- Check the keyboard and the dome switch for malfunction (*Fig. 3*). If necessery, replace the keybord according to the working instruktions or send the unit on according to the local company directives.
- Change the battery.
- Try to upgrade the telephone with the latest software.
- If the fault still remains, send the unit on according to the local company directives.

Fig. 1

Fig .2

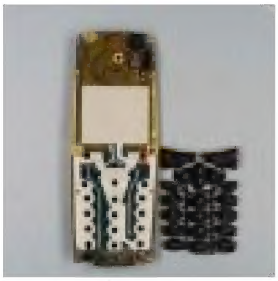

Fig .3

4 Audio Problems

- Call a network-connected telephone and check if it is the microphone or the loudspeaker that causes the audio problem.
- Check the loudspeaker for dirt/mechanical damage (*Fig.1*). If necessary clean it or replace it according to the working instructions.
- Check the loudspeaker spring contact on the board for dirt/mechanical damage (*Fig. 2*). If necessary clean it.
- Check the microphone and microphone rubber for mechanical damage (*Fig. 3*). If necessary replace them. Also check the microphone contacts, if they are damaged send the unit on according to the local company directives.
- Check the system connector for dirt/mechanical damage (*Fig.4*). If necessary clean it.
- Make a general visual inspection for corrosion or oxidation from liquid damages. No action is taken for liquid damaged telephone. Send the unit on according to the local company directives.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

Fig.2

Fig.3

Fig.4

5 Display/Illumination Problems

- Switch ON the telephone and check the display. If all the segments (characters) are missing, check that the display contact surface on the board is free from dirt/ dust (*Fig.1*). If necessary clean it. Check the display elastomer for dirt/mechanical damage (*Fig 2*). If necessary replace it according to the working instructions. If the fault still remains, replace the display according to the working instructions.
- If some of the segments (characters) are missing, or the contrast is bad, replace the display according to the working instructions.
- Make a general visual inspection for oxidation or corrosion from liquid damage. No action is taken for liquid damaged telephone. Send the unit on according to the local company directives.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

Fig.2

6 Capacity/Charging Problems

- Test the telephone with a new fullcharged battery. If necessary replace the battery.
- Check the battery's condition and the battery's contact surface for oxidation or corrosion (*Fig 1*). If necessary replace the battery.
- Check the battery release button for dirt/mechanical damage and that the elasticity is good (*Fig 2*). If necessary replace it according to the working instructions.
- Check that the battery connector is free form dirt/mechanical damage and that the battery connector pins are elastic (*Fig.3*). If necessary clean it.
- Check the system connector for dirt/mechanical damage (*Fig.4*). If necessary clean it.
- Make a general visual inspection for oxidation or corrosion from liquid damages. No action is taken for liquid damaged telephone. Send the unit on according to the local company directives.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

Fig.2

Fig.3

Fig.4

7 SIM Problems

- Test the telephone with a SIM card with known function.

  If the display shows “Insert correct card” or “Wrong card”, send the unit on according to the local company directives.

  If the display shows “Insert Card” there is a SIM problem.
- Check the SIM connector for dust/dirt and mechanical damage (*Fig.1*). If necessary clean the connector.
- Make a general visual inspection for oxidation or corrosion from liquid damages. No action is taken for liquid damaged telephone. Send the unit on according to the local company directives.
- If the fault still remains send the unit on according to the local company directives.

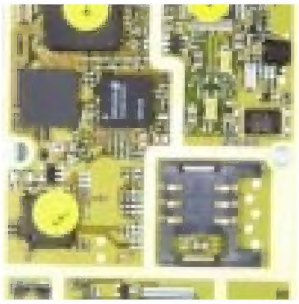

Fig.1

8 Key Problems

- With the telephone ON, press all of the buttons. Sound should be heard from the buzzer, if it is activated in the settings menu, and numbers shall appear in the display. Feel the keys for rebounds. If necessary replace the keyboard according to the working instructions.
- With the telephone ON, press the volume button on the side in both directions (*Fig.1*). "Status" should be shown in the display. Check that the mechanical response, when the keys are pressed, feels normal. If necessary replace the front/volume button according to the working instructions.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

9 Alert Problems

- Turn on the phone, go to menu: Settings/Sound & Alerts/Ring volume and test the ring signal. If it sounds low or distorted open the phone according to the working instructions and inspect the buzzer gasket (*Fig. 1*) and the buzzer (*Fig. 2*). Check the buzzer for dirt and clean if necessary. If necessary replace the front according to the working instructions.
- If the fault still remains send the unit on according to the local company directives.
- Make a general visual inspection for corrosion or oxidation from liquid damages. No action should be taken for a liquid damaged telephone. Send the unit on according to the local company directives.
- Insert a SIM-card and switch ON the telephone. In menu settings set Vibrator ON. Check that the telephone vibrates when the settings are stored.
- Check that the vibrator is properly connected to the board.(*Fig. 3*) If it is, replace the vibrator according to the working instructions.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

Fig.2

Fig.3

10 Data Communication Problems

- If no communication is accomplished with IRDA, clean the IRDA window (*Fig.1*), if there is still problems with the communication change the front and try again. If there is still problems send the unit on according to the local company directives.
- Check the system connector (*Fig.2*) for dirt and oxidation, clean if necessary.
- If the fault still remains send the unit on according to the local company directives.

Fig.1

Fig.2

11 Software Problems

If there are problems with the response of the keyboard commands and/ or spelling errors in the menu, that are not related to mechanical damage, upgrade the phone with the latest software.

If the fault still remains, send the unit on according to the local company directives.

12 Revision History

Rev.	Date	Changes / Comments
B	1999-11-12	Convert from FrameMaker to Word All pictures changed
C	2000-03-03	Chapter 3 On/Off Problems uppdated. Documents title changed. Minor layout changes.